| COVID19 Smart Start Network Response to Child Care Guidance Document |
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| In order to provide support and resources to child care providers choosing to remain open in your community, DHHS/DCDEE is collaborating with the Smart Start Network. The Smart Start Local Partnership serving each county will serve as a liaison between child care providers—who are troubleshooting problems (e.g., finding food, cleaning supplies) and the local resources to help meet needs, including the County Emergency Management. Below are the steps for each LP contact person to follow in order to meet this request.  |

1. Per Donna’s email from 3/24/2020 at 8:03 AM, “Child Care Guidance and One Request” please e-mail Jenna Nelson – jnelson@smartstart.org – the name and e-mail for the person at your partnership who will be the point person for communicating with us at NCPC as we work together to assist the child care community.

### Licensed child care providers received a letter via email from DHHS/DCDEE on 3/24/2020 at 4:07 PM, “Additional Resources for Child Care Providers” which informed them that their Local Partnership will be the main point of contact as they have needs arise.

### As requests and concerns come in, the LP will do either of the following:

### Direct the child care provider to the best resource available in the community to help with the need **OR**

### Email Jenna Nelson (jnelson@smartstart.org) to discuss the need and/or concern around **not having a resource** – do not fill out the form below until after you have spoken with Jenna.

### ***After you complete the call with the child care provider or have spoken with Jenna, please*** [fill out this form](https://forms.office.com/Pages/ResponsePage.aspx?id=UAzm1T7pAEeiR-i6JUYsHJYQ1v4OawVKiUSIuch6YHxUNjZITEJXNUtHN0pGNlk0NzU3R0swRzZLMC4u) so that NCPC can collect statewide data around child care needs and the realities that child care providers are facing in trying to remain open.

### Local Partnerships should work to convene their communities so that unorganized, duplicative work is streamlined in the way that works best for your community. Ideas of partners to include: LP, CCRR, Head Start, CCHC, Licensing Consultant(s), Health Department, School System, possibly others working on behalf of/with child care or the crisis response such as food banks, hospitals, pediatricians, etc.

### Tips:

### Leverage your relationships with other child care providers who are closed, maybe they will be willing to provide resources to open programs

### Don’t forget County Emergency Management <https://www.ncdps.gov/emergency-management/em-community/directories/counties>

### Be an advocate for your providers – call grocery stores and help them understand these folks are a business, not trying to stockpile food, etc. Find out when deliveries are happening and help your providers access those early supplies.

### Resources:

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| **DCDEE Definition for critical workforce:** | The definition for critical workforce:  “emergency and first responders, hospital staff, front-line healthcare providers, nursing and adult group home staff, child care program staff, food service staff, and others working to keep our communities safe and healthy as we respond to COVID-19.  Care for children who are receiving child welfare services, homeless, or in unstable or unsafe living arrangements should also be a priority.” |
| **North Carolina Child Care Health and Safety Resource Center:** | **Jacqueline Simmons, MScPH**Project Director, NC Child Care Health and Safety Resource CenterRaleigh, NC  27699919-707-5678, direct linejdsimmons@unc.eduLeadership in DHHS has asked that CCHCs submit this very brief, report at the end of each day: [https://unc.az1.qualtrics.com/jfe/form/SV\_aa8A6KuVU2qReeh](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Func.az1.qualtrics.com%2Fjfe%2Fform%2FSV_aa8A6KuVU2qReeh&data=02%7C01%7Cjnelson%40smartstart.org%7Ceb80d24025fd4fed606608d7d1ca87dc%7Cd5e60c50e93e4700a247e8ba25462c1c%7C0%7C0%7C637208540122779349&sdata=KpVj0BYadGKQmZX%2Fiuv04KyMiG0QqWfBVMLZmVlzHh0%3D&reserved=0) |
| Per DCDEE: **Help Connecting Families to Child Care Options** | A new toll-free number, 1-888-600-1685, offered through the Child Care Resource and Referral (CCR&R) Network will connect families to available care options. The toll-free line will indicate that we are prioritizing referrals for critical workers and priority groups, which includes emergency and first responders, hospital staff, front-line healthcare providers, nursing and adult group home staff, child care program staff, food service staff and others working to keep our communities safe and healthy as we respond to COVID-19. Care for children who are receiving child welfare services, homeless, or in unstable or unsafe living arrangements should also be a priority |
| Per DCDEE: **Help with Health or Subsidy Issues** | As a reminder, if you have health-related questions or concerns, every child care program now has access to a [child care health consultant](https://nam05.safelinks.protection.outlook.com/?url=http%3A%2F%2Fr20.rs6.net%2Ftn.jsp%3Ff%3D001njOkgNPg2iGunv6eim71t9jkDgJa5L0rxGatOZHhVJZqrfB8yCOArKv8h1exqxkGoj-1ydA7gSqHFLBquXUEuIPoWrlA9x8idt282kk1mGAWPHDKa6GQgPTUNh9LtT0eA_zlKyZ0O_lMnCoQ4uLnuZ25OXKbvGHa9VH5omyV4N9EeM3psbQozQdqzQsIAFG_KsidDESBAM_Q9j3bvGlBdg%3D%3D%26c%3DbEbO5F5BDGGR7ymjWb2fEH3oywxQQEwiCIobz5gkAfZrYo5tmYJpFA%3D%3D%26ch%3D4oEfXnZRdYxmYnKmMpIExJw-vqp7wLsYDcRGa_w03WV0xORg0VuC0Q%3D%3D&data=02%7C01%7Cjnelson%40smartstart.org%7C9ca6debc015045cdf72708d7d03ffe91%7Cd5e60c50e93e4700a247e8ba25462c1c%7C0%7C0%7C637206845592350572&sdata=b06BlfMpdLezbmsnZNfoCgHdA2y3eE30w4zM42A%2B2Gw%3D&reserved=0) who is standing by to take your health calls and emails.If there are questions about child care subsidy, please continue to call DCDEE at 1-800-859-0829 or 919-814-6300. |
| Per DCDEE: **Help Finding Supplies, Food or Other Needed Resources**  | DCDEE has heard that it is difficult to find critical supplies for your programs. DCDEE wants to leverage the trusted relationships between child care providers and local Smart Start partnerships (Local Partnerships). DCDEE acknowledges that communities have come together and organized in unique ways to respond to COVID-19, and that Local Partnerships often have a pulse on the community and what resources are available. The statewide Smart Start Network has stepped up to help.The [local Smart Start partnership](https://nam05.safelinks.protection.outlook.com/?url=http%3A%2F%2Fr20.rs6.net%2Ftn.jsp%3Ff%3D001njOkgNPg2iGunv6eim71t9jkDgJa5L0rxGatOZHhVJZqrfB8yCOArKv8h1exqxkGHdrdoG2IX0JJkxSxfYRhHejh--7yO9nXFJrtQH2i7lIvvfmaiv8u1y6gCQdcwuhZlZWABNQA3UEnFXF_Ww-7YMPvGVpiK9j8KiW4wf0vnWG6g5UiveHFFtsPMBOr8Vyzc1Fj8vYFrVt5-BJBYUQ6iqLnjwbKx3pZ%26c%3DbEbO5F5BDGGR7ymjWb2fEH3oywxQQEwiCIobz5gkAfZrYo5tmYJpFA%3D%3D%26ch%3D4oEfXnZRdYxmYnKmMpIExJw-vqp7wLsYDcRGa_w03WV0xORg0VuC0Q%3D%3D&data=02%7C01%7Cjnelson%40smartstart.org%7C9ca6debc015045cdf72708d7d03ffe91%7Cd5e60c50e93e4700a247e8ba25462c1c%7C0%7C0%7C637206845592340618&sdata=CUbaFx2K3n%2FYshpLR%2B3eQHLF09bsQOH2L2BUC3R%2Ffr0%3D&reserved=0) will act as a liaison between child care providers who are troubleshooting problems (e.g., finding food, cleaning supplies) and local resources to help meet needs, including the County Emergency Management. * Please follow this process when you, as a child care provider, are having trouble accessing food, cleaning supplies, or other essential resources needed to provide care during this pandemic. Reach out to your Local Partnership, and someone will connect you with the appropriate resources and act as an advocate on your behalf. If, for any reason, your Local Partnership is not able to connect you to available resources in the community, they will communicate with the County Emergency Management.
	+ Note: If you have directly contacted County Emergency Management for support with resources in the past, going forward please contact your Local Partnership first to get connected with appropriate resources.
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| Per DCDEE March 25, 2020 email: **NEW GUIDELINES AND APPLICATION TO REMAIN OPEN OR TO REOPEN** | Information found [here](https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/N/NC_Emergency_Child_Care_Operations_Guidelines_Application_Form_03252020.pdf).  |
| Per DCDEE **NC PreK Payments**: | The revised guidance addresses NC Pre-K payments as follows: * NC DHHS will pay ALL NC Pre-K providers, regardless of site location or if the program is open or closed, fully through the remainder of the program year.  Payments will be based on February attendance.
* NC DHHS will pay all NC Pre-K contractors their full program coordination/administrative rates.
* NC DHHS will be sending NC Pre-K contractors additional programmatic guidance for supporting NC Pre-K children and families remotely during the remainder of the program year.

The attached [guidance](https://nam05.safelinks.protection.outlook.com/?url=http%3A%2F%2Fr20.rs6.net%2Ftn.jsp%3Ff%3D001gRwFbRCHuxvGPMkAIxPkmvEE4hJqzNz9ihUHTLd-S-sFMCPHEI-MGWc3XKacq9pOICE-YCO0KIhAIwM7VLgC7RjDpQP6jWzcj-932Fc-0gjm5wdjunUawRgOkrl8Uoztsci9Eav4M6TZYp5ixAkunzjtICOxWo8JaS-hPwU_sq_5mHr18H4qDJDWKae1oIsgoRPjoVMIAa8jgB791bKCXxOHRxE0kWBXcH6WT5UimKxUHFDX2Pq_C1lH5CVtyHz4Fy7JqHT44CICxN6bV40nUzG8y8PkcRSe9Emg9c2gcPt-iCtTkwGhvlKTwJ0LliBbSOqfRB1DWIoUD1aId8-YbqGaY2BlhPwqsdWGfXYFNI4%3D%26c%3DfxozsU2eKtk3OwHz33_kvx2KNNdYcPddCMU_Czcpft0yXbKHtJUx-g%3D%3D%26ch%3DU5BLARl_GA13M61Ao3ZruvWVVjopHRYLXiyNgueC3QYiWqzgFWBfXg%3D%3D&data=02%7C01%7Cjnelson%40smartstart.org%7C87892902be3d499ea66908d7d1b613ce%7Cd5e60c50e93e4700a247e8ba25462c1c%7C0%7C0%7C637208452266093075&sdata=V6kTxnT8RsG5KVSuY%2FFeQcNI3t4v2UbSN3WwOEtDnqs%3D&reserved=0) has been updated to reflect this change.  |
| Per DCDEE: **Provider Application Form** | As a reminder: You must complete a [COVID-19 Emergency Child Care Provider Application Form](https://nam05.safelinks.protection.outlook.com/?url=http%3A%2F%2Fr20.rs6.net%2Ftn.jsp%3Ff%3D001gRwFbRCHuxvGPMkAIxPkmvEE4hJqzNz9ihUHTLd-S-sFMCPHEI-MGWc3XKacq9pOpDv7GxfwDv2u8ZACq0VFQtX6g3PbhaMCXb7LbGJNTEHIvd9kl1yOaxvGASfIbg2-0WhD6bv2Pu04rwjyNmPmEIVkyJsxdfrBB_0b4G-NL6k9QNEq9dHPOPbZsFRYYBv8e_4X-X06QcSxW3FQqS7wmkbFHPQMoxiAx5-VPvj_4i-0NgenEvoigT3kGU1-wBTujKChcwdcZo8I-Pt-WKdcAUGgLtUiB_JGPsSOn9GrDk9BiuAX--xaX12zxeSTvSRygKbhjTGXNzU%3D%26c%3DfxozsU2eKtk3OwHz33_kvx2KNNdYcPddCMU_Czcpft0yXbKHtJUx-g%3D%3D%26ch%3DU5BLARl_GA13M61Ao3ZruvWVVjopHRYLXiyNgueC3QYiWqzgFWBfXg%3D%3D&data=02%7C01%7Cjnelson%40smartstart.org%7C87892902be3d499ea66908d7d1b613ce%7Cd5e60c50e93e4700a247e8ba25462c1c%7C0%7C0%7C637208452266098050&sdata=mGYFC8q2sfESDRq0SgM4AxgEQ8UJUdt9XO02Qx9w0Dw%3D&reserved=0) by 11:59 pm on March 31, 2020. |
| **Licensing Consultant Contacts:** | List found [here](https://files.nc.gov/ncdhhs/documents/files/NCPre-K_Regulatory_Teams.pdf).  |
| **Information around SBA:** | Information found [here](https://bipartisanpolicy.org/wp-content/uploads/2020/03/SBA-Assistance-CARES-Act-March-26-2020-BPC-and-CED.pdf).  |
| **Zoom call hosted by NCPC 3/26/2020:** | Link found [here](https://ncsmartstart.sharepoint.com/lpcentral/COVID19/Forms/AllItems.aspx?viewid=5bd5c150%2D3354%2D448d%2Dbab3%2Dac2faf8048ab&id=%2Flpcentral%2FCOVID19%2FVideos).  |